Oracle® Sales Contracts

Concepts and Procedures

Release 11*i*

Part No. B10679-01

June 2003

ORACLE®

Oracle Sales Contracts Concepts and Procedures, Release 11*i*

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Contents

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Preface

Welcome to the **Oracle Sales Contracts, Release 11*i***. This Concepts and Procedures provides information and procedures to help you work effectively with Sales Contracts.

This preface explains how Concepts and Procedures is organized and introduces other sources of information that can help you.

Intended Audience

This guide is aimed at the following users:

- Technical Service Representatives (TSR)
- Customer Service Representatives (CSR)
- System Administrators (SA), Database Administrators (DBA), and others with similar responsibility.

This guide assumes you have the following pre-requisites:

1. Understanding of the company business processes.
2. Knowledge of products and services as defined by your marketing policies.
3. Basic understanding of Oracle and Developer/2000.
4. Background in SQL, PL/SQL, SQL* Plus programming.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at `http://www.oracle.com/accessibility/`.

Structure

This manual contains the following chapters:

Chapter 1 Understanding Sales Contracts

This chapter provides overviews of the application and its components, explanations of key concepts, features, and functions, as well as the application's relationships to other Oracle applications.

Chapter 2 Using Sales Contracts

This chapter provides process-oriented, task-based procedures for using the application to perform essential business tasks.

Chapter 3 Implementing Sales Contracts

This chapter provides the procedures for setting up profile options, lookup codes, and Workflow required to implement the integration successfully.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Sales Contracts.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on MetaLink.

Related Documentation

Oracle Sales Contracts shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Sales Contracts.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at http://oraclestore.oracle.com.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Sales Contracts (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle Contracts Core Implementation Guide

This implementation guide explains the tasks and considerations required to set up Oracle Contracts Core.

Oracle Contracts Core User Guide

Use this guide to learn more about using Oracle Contracts Core functionality.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following the tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6*i* forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes.You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle Sales Contracts implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11i.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Sales Contracts and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization's structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Sales Contracts working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle8*i* server, and your hardware and software environment.

Oracle*MetaLink*

Oracle*MetaLink* is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With Oracle*MetaLin*k, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use MetaLink, register at (http://metalink.oracle.com).

Alerts: You should check Oracle*MetaLink* alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

1

Understanding Sales Contracts

This topic group provides overviews of the application and its components, explanations of key concepts, features, and functions, as well as the application's relationships to other Oracle applications.

1.1 Oracle Contracts Suite Overview

Sales Contracts

Oracle Sales Contracts has "Contracts Core" functionality (i.e. Launchpad, Authoring, Execution, and so on) plus integration to Oracle iStore, Oracle Quoting, and Oracle Order Management. Oracle Sales Contracts allows users to automate their sales contracting process. Sales Contracts assists a company in enhancing its customer interactions by incorporating contract management into the opportunity-to-cash business flow. Oracle Sales Contracts takes advantage of existing Oracle sales management applications such as Oracle TeleSales, Sales Online, and iStore to complete the quote-to-contract-to-order flow.

Contracts Core

Oracle Contracts Core is designed for any company in any business that requires contracts independent of or in support of buying and selling activities.Whether the organization is the buyer or the seller, whether it issues contracts or receives them, Contracts Core automates the full life cycle of a contract.

You can author, execute, and control non-industry specific contracts with Contracts Core, for both buy and sell contracts. It helps companies manage internal and external obligations, control daily deliverables, and be focussed on contractual goals. To ensure that you receive everything you negotiated for and provide everything you committed to delivering, Contracts Core helps track "hidden" deliverables enforceable requirements that may not be listed as a line item in a contract, but are described in terms and conditions.

Oracle Contracts Core acts as a central repository for the collection and dissemination of contract information. It contains all data on terms and conditions, deliverables, and parties to the contracts. This repository is the key to provide a single source for all the information in any contract in your enterprise.

Contracts Core provides foundation functionality that other contracts modules may use, including Sales Contracts, Service Contracts, and Rights Contracts. This common functionality includes renewing or extending a contract, requesting a contract change, managing contract deliverables, and many others. You can record, group, organize, query contract data, and set up an automated approval process for your contracts.

For more information regarding Contacts Core features and functionality see, *Oracle Contracts Core User Guide.*

Service Contracts

Oracle Service Contracts enables you to create and manage service contracts, warranties, and extended warranties, providing visibility to contract entitlements and acting upon contractual commitments within the contract.

Warranties and extended warranties are service contracts. When a customer orders a product that has an associated warranty or the customer orders an extended warranty with the product, Service Contracts automatically creates the warranty contracts based on the information from the sales order. When products are returned, replaced, upgraded, or transferred, the warranty and extended warranty are updated appropriately. In addition to defining service line items in your contract, Service Contracts enables you to define usage line items. For example, if a customer is renting a photocopier, the business can charge either on a per-copy basis or a fixed price. The business may set a minimum charge and vary the price depending on volume. Service Contracts supports bill settlement, invoice averaging, and billing profile definition. Service Contracts can receive physical counter readings from the installed base to determine the usage amount for actual billing.

For more information regarding features and functionality for Service Contracts see, *Oracle Service Contracts Concepts and Procedures.*

Rights Contracts

Oracle Rights Contracts addresses the business needs for the “Business Rights Management” domain. Business Rights Management is the systems and processes related to the acquisition and licensing of intellectual property. Business Rights Management processes are used to manage contracts and financial transactions captured in the contracts related to the acquisition or licensing of rights associated with intellectual properties used or created by a company or individual.

Rights Contracts was initially released for 11.5.4. Rights Contracts offers an integrated approach to manage intellectual property and related rights which are represented by contracts. It provides users with a property catalog to capture meta information about intellectual property and to categorize and locate it in a centralized secure repository. It also provides users the ability to capture the rights to properties which are added through the Contracts module.

For more information regarding features and functionality for Rights Contacts see, *Oracle Rights Contracts Concepts and Procedures.*

Contracts Intelligence

Oracle Contracts Intelligence converts contracts data into contracts business knowledge and helps businesses to make informed tactical and strategic decisions. The primary integration point for this product is the contracts family. All data populated in Contracts Intelligence is based on the transactional data from Oracle Contracts.

Contracts information is displayed in bins such as:

- Performance Measures
- Expired, Not Renewed
- Renewals by Status
- Forecast by Organization

For more information regarding features and functionality for Contacts Intelligence see, *Oracle Contracts Intelligence Concepts and Procedures.*

1.2 iStore Integration Overview

The integration with iStore helps users who sell products and services through iStore by managing and coordinating the creation sales contracts. This integration enables:

- Standard terms and conditions displayed through iStore
- An active contract is created upon acceptance of the terms and conditions
- An entered contract created when the customer does not accept the standard terms and conditions
- Viewing new negotiated terms and conditions through iStore

1.2.1 iStore Shopping Cart Scenario

iStore allows customers to order items using a browser. Through the store the customer selects products, support, etc. iStore creates a quote with the customer’s selection. Once the customer finishes shopping he/she reviews the standard agreement. If the customer agrees with the standard agreement, he/she submits the order and iStore creates a sales order from the quote. You can set the system to then automatically create a contract with standard terms and that is approved and accepted.

In cases where the customer does not agree with the standard agreement, iStore allows the customer to specify the changes in a text field. iStore automatically triggers the contract creation based on a contract template for the standard agreement. The customer’s requests are stored as notes in the Interaction History module. An “entered” contract is automatically created, and a notification is sent to the sales representative and to the contract administrator. The quote is locked after the contract is created.

The contract administrator helps to determine which standard options to use in place of the standard agreement. The contract administrator drafts and approves the contract. Depending on the contract dollar amount, the contract administrator may need to submit the contract for a business approval. The sales representative is notified when the contract receives a final approval.

Approved contracts are locked for changes until they are signed by the customer. The approved contract, implicitly signed by the supplier, is posted on the web for customer review.

The customer has to access iStore to review and sign the new contract. The quote and the contract are unlocked once the contract is signed. The customer proceeds to the checkout once he accepts the new terms and conditions, and an order is created.

1.2.2 Telesales and Sales Online Scenario

The telesales agent or a sales representative creates a quote on behalf of the customer. The quote contains products, pricing, and shipping details. Once the quote is completed the agent prints the quote with the standard terms and conditions. The agent chooses a contract template that is linked to the quote. The agent sends the quote to the customer for approval.

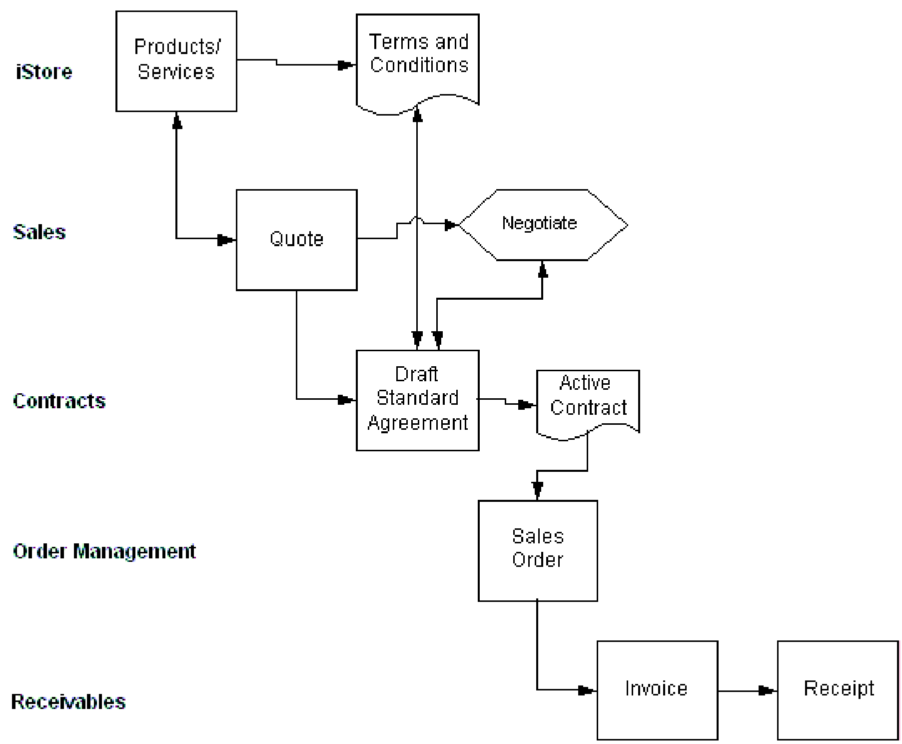
The agent creates the contract from the quote. When the customer accepts the quote and the standard terms and conditions a contract can be created as “approved and signed” when the agent places the order.

If the customer does not accept the quote and/or the standard terms and conditions, a contract is created in “entered” status. The contract administrator and the agent are notified when the contract is created. The contract administrator updates the contract based on the requirements described in the Interaction History. Once the changes are incorporated, the contract is submitted for approval.

The agent and contract administrator receive a notification about the contract approval. After the approval the system updates the quote to reflect the latest changes to the contract. The negotiated contract is now printed and sent to the customer or published in iStore. The customer needs to sign the contract or accept it from the web. If the customer does not accept the contract and does not want to perform further negotiation, the contract and the quote are canceled. Otherwise, the contract is signed and the agent can place the order.

1.2.3 Contracts and iStore Integration Flow

The following diagram illustrates selling products and services when a contract is required:



1.3 Quoting Integration Overview

You can use Oracle Sales Contracts to perform the following processes:

- Contract Creation from Quote
- Sales Order Creation from Contract
- Create Contract from Order

1.3.1 Contract Creation from Quote

This functionality supports the creation of a contract from a quote. When a quote is created in Quoting, a process can be initiated by you to create a contract in the Entered status. All relevant information from the quote, including lines and pricing details, party information, shipping and billing information are passed to the contract.

In this scenario, a user could create a contract directly from a quote. This scenario is possible when a customer does not agree to the standard terms and conditions offered in the quote and requires additional or revised terms and conditions, or when a sales agent requires additional flexibility when negotiating a deal. A contract can be created from the quote, and used as the primary negotiating tool.

All required information is entered in the quote, item information is added to the cart, and the quote is saved. The user can then create a new contract, picking from a list of contract templates. The contract is created with the status of Entered, and the quote number that this contract was created from is referenced in the contract.

1.3.2 Sales Order Creation from Contract

Contract Administrators may require the ability to create an order directly from a contract, rather than from a quote. Additionally, when you create a contract from a quote, and use the contract as the primary tool for negotiations, the outcome would be to either cancel the contract, or create an order from the contract.

This integration enables you to create a standard order from an “active” contract. A new concurrent process is added, called “Order creation from Contract”. Once initiated, you are prompted to provide the contract number from which to create an order. The new order contains all relevant information from the contract, including customer, shipping, billing details, line item, quantity, and pricing details. The new order is created with the Entered status. The contract is updated to include the new order number.

1.3.3 Create Contract from Order

Order Management sells products and services that may need a contract to be setup between more than one Parties. In a typical business scenario, a sales contract is created before order is placed. It contains the terms and conditions for the items being bought, and needs to be approved by the supplier and signed by the customer before booking the Order. Most of the time the supplier (i.e. the merchant) has a pre-defined standard terms and conditions that are used to create a contract automatically. If the customer (i.e. the buyer) agrees, then an order is placed. If not, then the contract needs to be negotiated between the customer and the supplier’s contract specialist. Once both parties agree, the order can be placed.

However, there is a need to create a sales contract from already fulfilled orders so that all existing paper contracts in an organization can be stored in Oracle Contracts. This provides online access to all the Contracts which were signed and agreed upon before placing the order. This will also help them generate more revenues by identifying the contracts that can be renewed and thus will create more business opportunities. This integration gives contract users the facility to migrate existing fulfilled orders to sales contracts which helps manage business in a profitable and efficient manner.

2

Using Sales Contracts

This chapter covers the following topics:

2.1 Pricing a Service Item

When authoring a sales contract a "Service Item" is selected as the Line Style. You can add multiple lines to the Sublines tab corresponding to the top line. For example, a top line has a Service Item named "Extended Notebook PC Service". From the Sublines, you can create multiple lines for either Covered Line or Covered Product. Only the following seeded Line Styles for the Sublines tab are supported when creating a sales order from a contract:

- **Covered Line** refers to Non Service Items included in the top line of the contract. The List of Value (LOV) of Item for covered line includes the following: Name, Line Number, Quantity, and Unit of Measure (for a Non-Service Item in top line).
- **Covered Product** includes the product bought by the customer as included in Oracle Install Base application.

Note: In order to see the LOV of Item for a Covered Product (from Oracle Install Base), the **Customer Account** rule in a Billing Rule group needs to be defined first.

Customer Account rule = customer name

The LOV of Item for Covered Product includes the following to uniquely identify the product: Name, Description, Current Serial Number, Reference Number, Quantity, Unit of Measure, and Original Net Amount.

If the subline for a service item has a user-defined Line Style, this subline **will not** be considered during the sales order creation.

Pricing Scenario for Service Item

The unit price for the subline of a service item is calculated based on the unit price of the service times its duration. The list price of the subline item is calculated based on the unit price for the subline times its quantity. The net price of the subline is calculated based on list price times its adjustment percentages (Adj %).

For example:

Line Items	Name	Quantity	Unit Price
Service Item	Gold Support	2 years	$500.00
Covered Product	#1 Oracle 8i	3 licenses	
Covered Product	#2 Forms 6i	2 licenses	

Representation of the above scenario in the Contracts Authoring form:

Line	Name	Qty	UOM	Unit Price	List Price	Net Price
Top Line	Oracle 8i	3	Each	$50,000.00	$150,000.00	$150,000.00
Top Line	Forms 6i	2	Each	$10,000.00	$20,000.00	$20,000.00
Top line	Gold Support	2	Year	Null	$5,000.00	$5,000.00
Subline	Gold Support Oracle 8i	3	Each	$1,000.00	$3,000.00	$3,000.00

Line	Name	Qty	UOM	Unit Price	List Price	Net Price
Subline	Gold Support Forms 6i	2	Each	$1,000.00	$2,000.00	$2,000.00

In this example, the List Price and Net Price columns are calculated as follows:

Service Unit Price Xs Service Duration Xs Number of Covered Products

Gold Support for Oracle 8i = $500 Xs 2 years Xs 3 licenses = $3,000.00

Gold Support for Forms 6i = $500 Xs 2 years Xs 2 licenses = $2,000.00

This is also consistent with Order Management requirements. A sales order from this contract has two lines, one for Gold Support for Oracle 8i for $3,000.00 and another for Gold Support for Forms 6i for $2,000.00.

This functionality is supported only for the seeded Line Style "Service Item" and its "Covered Product" and "Covered Line" Line Styles (Sublines).

Changes to Line Items Tab for Service Items

When Service Item is selected as the Linestyle for the top line and values are selected for Qty and UOM, the Unit Price, List Price, Adj%, and Net Price for the top line are disabled and cannot be updated by the user.

The List Price and Net Price are rolled up automatically from their respective sublines. Net Price is calculated based on List Price times Adj%. The Unit Price for the **Service Item** is not displayed in the Contracts Authoring form **except** when the user enters "1" for Qty in top line, then the Unit Price appears in the Sublines tab.

Example 1:

Line Items

- Line Style = Service Item
- Name = Extended Notebook PC Service
- Qty = 1
- UOM = Year

Sublines

  - Line Style = Covered Line
  - Name = Sentinel Standard Desktop

- Qty = 2
- UOM = Each
- Unit Price = $400.00
- List Price = $800.00

In this example, the Unit Price of $400.00 does not appear in the top line. However the Unit Price of $400.00 appears in the Sublines tab because"1" was entered for Qty. The List Price appears in both Sublines and Line Items.

Example 2:

Line Items

- Line Style = Service Item
- Name = Extended Notebook PC Service
- Qty = 2
- UOM = Year

Sublines

- Line Style = Covered Line
- Name = Sentinel Standard Desktop
- Qty = 2
- UOM = Each
- Unit Price = $800.00
- List Price = $1,600.00

In this example, the Unit Price of $400.00 does not display. The "Actual" Unit Price can be calculated by: Unit Price/Qty ($800.00 /2 = $400.00). The List Price appears in both Sublines and Line Items.

2.2 Creating a Contract from a Quote

Use this procedure to create a contract from a quote in Oracle Quoting.

References

- *Oracle Quoting Concepts and Procedures*
- *Oracle Contracts Core User Guide, Creating a Contract Template.*

Prerequisites

- To create a contract from a quote, in Oracle Quoting, the ASO: Enable User Contracts profile option should be set to Yes.
- A contract template must be set up as follows:
  - Contract for Sales as the category
  - Sell as the Intent
  - Party roles defined
- The System Profile Option "OKC Default Contract Group" should be set to the Contract Group where the created contract is to be placed.
- Sales Contract Manager responsibility needs to be defined for the Contract for Sales category with “Modify” or "Read" access.
- Status and Operations must be set up for the Contract for Sales category.
- A quote must be created having the following as a minimum:
  - Customer
  - Account
  - Item(s)
  - Bill to Address
  - Ship to Address
  - Quote Number
- After a contract is created from a quote and a contract template, the status of the original quote can be updated if the contract, through the workflow approval process, is approved or rejected, or manually cancelled. The quote status is then displayed as Approved, Contract Pending, Contract Canceled, or Contract Required respectively. For contracts that are approved or rejected, as part of approval process, the quotes are also automatically updated. For cancelled contracts, the status change is reflected in the quote only if a specific condition has been attached to the contract. It is recommended to attach the condition to the template so that the condition is automatically assigned to any new contract created from that template. The condition that should be set up in the template is:
  - Name: Contract Cancelled
  - Condition type: 'Action' as 'Contract Status Change'

  - Expression: 'CONTRACT CURRENT STATUS TYPE = CANCELLED'
  - Outcome: 'Notify Sales Rep'. The 'Notify Sales Rep' outcome will call an Order Capture API to update the quote status.
  - Parameter/Action Attribute:

  a. `'P_CONTRACT_ID = CONTRACT ID'`

  b. `'P_CONTRACT_STATUS = CONTRACT CURRENT STATUS CODE'`

- In addition to setting the condition in the template, verify that:
  - The workflow background process of item type 'Contract Alert' is running
  - The 'Listener for Outcome Queue' and the 'Listener for Events Queue' are running
  - In the Contract Events \ Events Controller form, query the above listeners and verify the Quote status setup in Order Capture allows the 'Contract Pending' to 'Contract Canceled' Status transition.

Steps

1. From the Quoting Sales Manager responsibility, select Quoting. The Quoting form opens.
2. Query for an existing quote or create and save a new quote.
3. Navigate to Actions > Contract to open the Contract Detail Information window.
4. In the Contract Template field, select a template
5. Select of one the following radio buttons:
   - Use default terms and conditions defined in contract template: by selecting this button, no contract is created for this options, instead users can only view terms and conditions of contract template by clicking the Review Terms button.
   - Request contract creation if you need to negotiate terms and conditions: By selecting this button, you can enter a note for the contract administrator and request modification to terms and conditions. A workflow notification sends your note to the contract administrator. The contract administrator can access the note from the Inbox region of the Contract Launchpad window. The contract administrator is set up in the profile option "OKC: Default Contract Administrator for Notifications".
6. Switch responsibilities to Contracts Manager

7. Navigate to Launch Contracts > Contract Navigator tab.
8. Find the new contract within the appropriate Contract Group.
9. Verify within the Contract Summary tab the text “Created from quote number xxxxx,version x” appears in the Short Description field. Lines, pricing, and Rule information from the quote should populate the new contract (Status should be “Entered”).
10. Close the form.

2.3 Creating a Sales Order from a Contract

Choose one of these procedures to create a sales order in Oracle Order Management from an active contract:

- Use the "Order Creation from Contract" procedure when the contract does **not** have any event which automatically creates a sales order (as an outcome) in Oracle Order Management.
- Use the "Events to Create Orders" procedure when a contract event has an outcome to automatically create a sales order in Oracle Order Management.
- If you are planning to use Service Items as a Line Style, you should review *Service Item Pricing, Oracle Contracts Core User Guide*.

2.3.1 Order Creation from Contract

Reference

For the procedures on creating, authoring, and approving contracts see, *Oracle Contracts Core User Guide.*

Prerequisites

Only an “**Active**” contract is used having the following:

- Sales Contracts as the category (See *Guidelines* below if you use a different category)
- At least one line
- Sell as the intent
- Issue as the perspective
- Billing and Shipping rules defined

- Parties defined
- Belongs to operating unit of the responsibility user is logged in

Steps

1. From the Contracts Manager responsibility, navigate to Control > Requests > Run.
2. In the Name field, select the **"Order Creation from Contract"** name.
3. Select a category from the Parameters window.
4. Select the Contract Number and click OK. The LOV shows **all** active contracts that have been created manually or from a quote. It will **not** show contracts that have already had an order created against them. If the profile "OKC: Allow Order Creation from Contracts created by Quotes" is set to "No", then contracts created from quotes will not be included in the LOV.
5. Click Submit and note the Request ID number.

To view completion of the request, open the Completed Requests window by doing the following:

6. Navigate to View > Requests. The Find Requests window opens.
7. Query the Request id number. The Requests window opens.
8. If request was **completed** with **normal status**, click **View Output** to get order number information and proceed to next step. If not completed, click the Request Log button to view the report. Identify and fix errors and repeat this procedure.

To view the order details, open the Contract Authoring window.

9. From the Contracts Manager responsibility navigate to Launch Contracts > View > Find.
10. Enter the contract number and click Search.
11. Right click contract and select Open.
12. View the order creation information in the Comments region of the Summary tab.

To view details in Order Management, open the Contract Execution window.

13. From the Contracts Manager responsibility, navigate to Launch Contracts and click Open **>** Contract Navigator tab.

14. Select the Contract Group.
15. Select the contract and right click mouse to select the Execution from pop up menu.
16. Select the Related Objects tab. You can view the sales order details. You cannot make any updates in the read-only mode.
17. Close the form.

Guidelines

The category seeded with order creation is Sales Contracts. For a status of "Active" the "Integration to Order Management" is seeded for this category. If you need to create an order for another category or status, this operation is done manually using the Status and Operations form. See *Contracts Core Implementation Guide, Setting Up Status and Operations.*

2.3.2 Events to Create Orders

Prerequisites

Ensure the following concurrent programs are running:

- Listener for Outcome Queue
- Listener for Events Queue
- Workflow Background Process

To create orders for contracts that contain configured items, set the OM: Use Configurator profile option to "Yes".

Steps

1. From the Contracts Manager responsibility, create a Sales Contract using Sales Contract as a category.
2. Define the contract (Summary, Parties, Line Items, and so on).
3. Click Conditions:
   - If you choose a seeded condition to automatically create an order when the contract is signed, navigate to Actions > Copy from Template. The Template window opens.
   - Select Contract Signing Template for Template Name.

- Click OK.
- If you choose to create a condition, then select an action, outcome, and required outcome parameters. See *Oracle Contracts Core User Guide, Entering a Condition.*

4. Save the contract.
5. Submit contract for the QA Check.
6. If contract passed the QA Check, submit for approval.
7. Approve contract.
8. Sign contract. Upon signing, the Event engine submits a concurrent request for the order creation. However, the Request ID will not display after signing the contract.
9. Navigate to View > Requests. The Find Requests window opens.
10. Select **Specific Request.**
11. In the Name field, enter "Order Creation from Contract".
12. Click **Find.**
13. If the request is successfully completed with status of normal, click **View Output.** This provides the contract and order number information.
14. Select the contract from the Contract Navigator tab.
15. Right click the contract and select "Execution" from the pop-up menu. The Contract Execution window opens.
16. Select the Related Objects tab. The Document Type, Document, Description, and Order Details region fields should contain sales order related information. From the Summary > Text subtab, (Contracts Authoring window) the Order Creation Date and Order Number appear in the Comments region.
17. Close the form.

Guidelines

Contracts created from a Quote or iStore are frozen and cannot be modified (except for Articles and Section).

If the profile "OKC: Allow Order Creation from Contracts created by Quotes" is set to "No", you cannot create a sales order for contracts created from quotes. In this case only a quote is used to create an order.

If you set up a "Notification for the Outcome", you will need to run the "Send Task Notifications" concurrent request.

2.4 Creating a Contract from an Order

Use this procedure to create a contract from an existing sales order.

Prerequisites

Sales Orders must have a status of "Closed".

You can only create Sales Contracts orders belonging to the same operating unit that is associated to the responsibility your are using.

A contract template must be created that includes Party Roles, Sell as Intent, and Contract for Sales as Category.

Sales Contract Manager responsibility needs to be defined for the Contract for Sales Category and with Modify or Read access.

Steps

1. From the Sales Contracts Manager responsibility, select Control > Requests > Run.
2. In the Request Name field, select the “Create Contract from Orders”. The Parameters window opens.
3. Select the Customer Account.
4. Select the appropriate sales order.
5. Select the appropriate contract template.If no template is specified in the Parameters window, the template specified in profile "OKC: Contract Template for standard terms and conditions" is used.
6. Select a group name. This determines where the contract will be placed.
7. Select an Order Type.
8. Select one of the following for Contract Start Date:
   - Booked Date
   - Ordered Date
   - Pricing Date
9. If you want the QA Check to be Applied, then select "Yes".

10. Click OK.
11. Click Submit and note the Request ID number.

To view completion of the request, open the Completed Requests window by doing the following:

12. Navigate to Control > Requests > View.
13. Click View Log to review details.
14. Click View Output to display the list of contracts created.

2.5 Using Contracts with iStore

The following procedures are based on common scenarios with Sales Contracts and iStore integration:

- Customer Agrees to Terms and Conditions
- Customer Disagrees to Terms and Conditions
- Merchant Updates Terms and Conditions
- Customer Agrees to Updated Terms and Conditions
- Merchant Verifies Details

2.5.1 Customer Agrees to Terms and Conditions

This procedure is used by the customer for selecting items for purchase, registering (if new user), and when he/she agrees with the terms and conditions of the contract.

Steps

1. Log in to iStore.
2. Choose a specialty store.
3. Browse and select to purchase items by placing the items in a cart. Click **Add to Cart**. The Shopping Cart window opens
4. Review the items in the cart and the pricing information.
5. Click **Checkout.**
6. Enter your User Name and Password at the Sign In window. If you are a new user, complete the following:

a. Complete the new user registration. The mail address specified is used to notify you in the event the terms and conditions have been changed and are ready to be reviewed.

b. Complete Shipping Information.

c. Click **Continue**.

d. Enter Payment and Billing information.

e. Click **Continue.**

7. Select **Review Terms and Conditions.**

8. If you agree with the Terms and Conditions, click **I agree - Continue Checkout.** An order is created and a contract with status of "Active" is tied to this order. If you disagree, proceed to the next section Customer Disagrees to Terms and Conditions".

9. Click **I agree to Terms and Conditions. Place Order.** An order is created and a contract with the status of "Active" is tied to this order.

2.5.2 Customer Disagrees to Terms and Conditions

This procedure is used by the customer in the event he/she does not agree with the contract terms and conditions.

1. If store and item not selected, follow steps 1-7 listed in Customer Agrees to Terms and Conditions.

2. If you disagree to the contract terms and conditions, click **I disagree - Need Assistance.**

3. Choose one of the following (Either way, an e-mail notification will automatically be sent to the sales representatives, notifying them that you have disagreed to the standard terms and conditions of the contract, and need assistance):

   - "I know my sales representative's contact information". Please send this change request. If you select this option, enter the sales representative's e-mail address.
   - "Please route this change request to my sales rep.; I do not have the contact information".

4. Enter a cart name in the Save Your Cart field.

5. Explain why you do not agree to the standard terms and conditions, or why you need additional help with your order.
6. Click **Submit Request.** A contract in “Entered” status is automatically created. This contract is created from a contract template. The Request Confirmation window opens. This portion of the customer interaction is complete.

2.5.3 Merchant Updates Terms and Conditions

The sales representative would receive an e-mail notification regarding the customer’s account status, in this case, the customer did not agree with the standard terms and conditions, and is requesting assistance with the order. The sales representative would speak with the Contract Administrator about changing the terms and conditions of the contract per the customer’s request.

The Contract Administrator would also receive a notification regarding the new contract that was created relating to this customer.

Steps

1. From the Contracts responsibility, **(N) Launch Contracts > (T) Launchpad.** Right click the Inbox, and choose Find from the pop-up menu.
2. Select the Notification Type of Contract Alert.
3. Click **Find.**
4. Select the notification regarding the new contract created for this specific customer. Click **Respond**.
5. Select the Subject link in the Worklist to view the Notification Details.
6. From the Launchpad, select the **Contract Navigator** tab.
7. Find the contract.
8. Double-click the contract to open the Contract Execution window.
9. Select the **Communications** tab.
10. Find and highlight the interaction.
11. Click **Open** to view customer interaction.
12. View the details of the interaction for the customer’s comments.
13. Click **OK.** Close the Execution form.

14. From the Contract Navigator, right click the contract number and select Open. Notice from the contract Summary tab, the status is "Entered" and the quote number from iStore has been included.
15. Select the Parties tab and notice the customer name has been populated from the customer interaction from iStore. Lines in the Line Items tab have also been populated from the customer shopping cart.
16. Select the **Articles** tab.
17. Select the appropriate article to change.
18. Click **Show Text**.
19. Edit the article according to the customer's requirements.
20. Click **OK**.
21. Click **Submit for Approval.** The QA Results window will show whether the test was completed successfully or not.
22. If all checks succeeded, click **Continue Approval.** A window will appear with the message, "Process Started Successfully." Click **OK**. Another window will appear with the message, "The process Approval Process is active for this contract. You cannot change this contract." Click **OK** and close the contract. The person who is setup as the Contract Approver will get a notification of this pending approval.
23. Navigate to the Launchpad tab of the Inbox region and click **Find** to search for Contract Approval notification.
24. Select the contract from the list.
25. Click **Respond.**
26. Click **Approve** and close the Worklist.

2.5.4 Customer Agrees to Updated Terms and Conditions

Upon contract approval, the customer will get an e-mail notification that the terms and conditions have been changed and are available for review.

Steps

1. Log into iStore.
2. Click the **Shopping Cart** icon. The Saved Carts window will list all existing saved carts.

3. Select the cart name that has a contract number attached with a contract status of "Approved".
4. Review the order details again.
5. Click **Checkout**. The Review Order Details And Confirm window appears.
6. Select Review Terms and Conditions to review the modified terms and conditions.
7. Click **I agree-Continue Checkout**. The Review Order Details and Confirm window opens.
8. Click **I agree to Terms and Conditions. Place Order**. This will place the order. The Order Confirmation window displays the new order number for this order.

2.5.5 Merchant Verifies Details

After customer has placed the order, the merchant can verify the details of the contract.

Steps

1. From the Navigator, find the contract.
2. Right click the contract and select Open.
3. Review the following:
   - Contract status has changed to Active
   - Date Signed field has been populated.
4. From the Navigator, right click the contract and select Execution.
5. Select **Related Objects**
6. View the Quote Number and Order Number details.
7. Close the contract.

3

Implementing Sales Contracts

This topic group provides general descriptions of the setup and configuration tasks required to implement Sales Contracts successfully:

- iStore Integration
- Quote to Contract
- Contract to Order
- Order to Contract

3.1 Setting Up Integration for iStore

Setting up the integration for Contracts and iStore consists of the following tasks:

- Setting Up Profile Options for Integration
- Verifying Workflow Setup
- Setting Up Personnel

3.1.1 Setting Up Profile Options for Integration

Sales Contract Profile Options

Steps

Use the following procedure to set up Contracts profile options:

1. Login to Oracle Applications and choose the System Administrator responsibility.
2. Navigate to **Profile > System.** The Find System Profile Values window opens.

3. Enter “%OKC%” in the Profile field.
4. Click **Find**.
5. Set up the following profiles, (in any order) to enable the iStore and Oracle Contracts integration:

Option	Value	Description
OKC: Contract Approver	<User name>	This profile should be set to the person authorized to approve contracts; after contracts are submitted for approval, they will be routed to this person for approval.
OKC: Contract template for standard terms and conditions	<Contract template name>	When an iStore customer uses Checkout, the terms and conditions are viewed and the subsequent contract is created for that order is originated from the contract template defined in this profile option. Choose from the list of values.
OKC: Default contract administrator for notifications	<User name>	This profile should be set to the person who will receive a notification that a contract in “Entered” status was created from iStore. This will occur when the customer disagrees to the standard terms and conditions.
OKC: Default group for contracts created from quote	<Contract group name>	This profile should be set to a contract group. Contracts created via the iStore flow will automatically be organized in this contract group found in the Contract Navigator. This takes precedence over any groups set up in the template. The contract group must first be created before specifying that group name here.
OKC: Notify administrator about new contract from iStore	Yes/No	Set this to “Yes” if you want the Contract Administrator to receive notifications for every contract created from iStore when the customer disagrees with standard terms and conditions.

Option	Value	Description
OKC: User Directory	<Directory path>	This profile specifies the directory of the HTML style sheet. This file is for formatting the Terms and Conditions appearing in iStore. The value is the location of the style sheet file, and should look like this: "/u01/db/kstoreit/xsl/"; the specific location will depend on each installation. The directory path should always end "/" or whatever directory separator specific to the platform.The database administrator should have read access to this file.
OKC: Allow order creation from contracts created by quote:	Yes/No	This profile provides users with the flexibility to determine whether the entire contract created from a quote can be modified or the contract is read-only.

iStore Profile Options

If you are integrating Oracle iStore with Oracle Contracts, you need to set up Oracle iStore and set the iStore profile options. The Oracle iStore profile option, "IBE: Create Standard Contract" specifies whether a contract is created when a customer agrees to standard terms and conditions. If the profile is set to "Yes", a contract is created with a status of "signed" when the customer places the order. If the profile is set to "No", a contract is not created. The profile default value is "Yes".

For specific instructions on iStore setup steps, reference the *Oracle iStore Implementation Guide*.

Quoting Profile Options

If you are integrating Oracle iStore with Oracle Contracts, you will need to set up Oracle Quoting and set the Quoting profile options. The Oracle Quoting profile option, "ASO: Enable Use Contracts" activates integration with Oracle Contracts. "Yes" activates the integration; the default profile is "No".

For specific instructions on Quoting setup steps, reference the *Oracle Quoting Implementation Guide*.

3.1.2 Setting Up Lookup Codes

The Application Object Library Lookups window is used when identifying and defining Lookup Codes.

From the Corporate Contracts Manager responsibility, select **Setup > Others > System > Lookups.**

Code	Description
OKC_ISTORE_ART_TITLE	Specifies meanings for the title of the Terms and Conditions page.

3.1.3 Verifying Workflow Setup

The Workflow Background process must be running to ensure Contract Alerts are being sent to the contract administrator when a contract is created from iStore, and to ensure that the Contract Approval process will work.

For detailed instructions on setting up Oracle Workflow, reference the *Oracle Workflow Guide.*

To verify the Workflow Background process is running do the following:

Steps

1. Login to Oracle Applications and choose the System Administrator responsibility.
2. Navigate to **Requests > Run.**
3. Select the Single Request option and click **OK**.
4. In the Name field, select Workflow Background Process. The Parameters window opens.
5. Choose "Contract Alert" from the Item Type LOV.
6. Choose "Yes" from the Process Deferred LOV.
7. Choose "Yes" from the Process Time-out LOV.
8. Click **OK**.
9. Click **Submit.**
10. From the Navigator, select **View**. The Requests window should return a list of subsequent requests that have been entered or completed for the Workflow Background process.

If the Workflow Background process is not running, you can run the process manually, or schedule the process to run automatically.

11. Repeat steps 1-8 above.
12. Click **Schedule.**
13. Select Periodically.
14. Select Minutes from the Re-run Every LOV.
15. Click **OK.**

3.1.4 Setting Up Personnel

When you are integrating Oracle iStore with Oracle Contracts, the Contract Administrator and Sales Representative must be set up. The following setup steps will need to be completed:

Creating Employee Record

Steps

1. From the Human Resources Management System (HRMS) responsibility, **(N) People > Enter and Maintain.**
2. Create an employee record. Set up the Contract Administrator and Sales Representative as Employees.
3. Select the **Office Details**.
4. Enter the employee's e-mail address.
5. From the CRM Resource Manager responsibility, **(N) Maintain Resources > Resources.**
6. Create a user name and tie the user name to the employee.
7. Assign a role to the user name (Contract Administrator and Sales Representative roles).
8. **(N) Import Resources**.
9. Import the user as a CRM resource.

For more details on this setup please see the following reference:

- *Oracle CRM Foundation Implementation Guide*

Specify the Sales Representative for Notifications

To enable notifications to be sent to Sales Representatives when a customer disagrees with standard terms and conditions, or when standard terms and conditions are changed and ready for the customer's approval, the following setup is required:

Steps

1. From the HRMS responsibility, **(N) Work Structures > Organization > Description**. The Find Organizations window opens.
2. Select a Name from the LOV to search for the Operating Unit for a specialty store.
3. Click **Find**. The Organization window opens.
4. Select the Operating Unit from the Organization Classification region.
5. Click **Others**. The Additional Organization Information window opens.
6. Select the Default Notify User from the LOV and click **OK**.
7. Place the cursor in the Default Notify User field. The Default Notify User window opens.
8. Enter the user name of the sales representative (uppercase) in the Contracts field. This will be the person who will receive notifications when a customer disagrees with the standard terms and conditions and when terms and conditions are modified and approved for customer review.
9. Click **OK**.

Setting Up Notification Mailer Process

Steps

1. From the System Administrator responsibility, **(N) Requests > Run.**
2. Select Notification Mailer for the request. The Parameters window opens.
3. Enter "<FND_TOP>/resource/wfmail.cfg" for the location of the wfmail.cfg file located in the FND_TOP resource directory. For example, "/afrz/crmcon/kstoreit/fnd/11.5.0/resource/wfmail.cfg".

For more details for this setup see, *Oracle iStore Implementation Guide*.

3.2 Setting Up Quote to Contract

Setting up Quote to Contract include:

- Setting Up Category Access to a Responsibility: This is not a security feature, it is used to filter articles by category for Authoring. The category used is KFORQUOTE and the Class is “Contract for Sales.” See *Oracle Contracts Core Implementation Guide, Setting up a Category*
- Setting Up Status and Operations: For the “Contract for Sales” category the operations are not seeded for the status types. See *Oracle Contracts Core Implementation Guide, Setting up Status and Operations*
- Creating Contract Groups: You may want to set up a Contract Groups folder for placing contracts created from a quote. See *Oracle Contracts Core User Guide, Maintaining Contract Groups*
- Creating a Quote to Contract Template: You need to create a contract template for creating a contract from a quote. See *Creating Quote to Contract Template*
- Setting up profile options:
  - "OKC: Allow Order Creation from Contracts Created by Quote" profile option. See *Setting Up For Contract Modifications*
  - “OKC: Default group for contracts created from quote” profile option should be set to a contract group. This overrides the group chosen in the template. See *Sales Contract Profile Options*

3.2.1 Creating Quote to Contract Template

Steps

1. From the Contracts Manager Responsibility, navigate to Launch Contracts > Tools > New.
2. Select Contract for Sales as the category.
3. Enter header information:
   - Select Sell for Intent
   - Select Issue for Perspective
4. Enter summary information:
   - Select QA Checklist

- Select Groups
- Select Approval Workflow

5. Select Party Roles (2). Only the party role from this template is used when creating a contract from a quote. The party name is not used. Contact information will come from the quote.
6. Assign applicable rules such as Billing, Notification, and so on. Rules like bill-to and ship-to, if not entered from the template, are defaulted from the category.
7. Save the template.

3.2.2 Setting Up for Contract Modifications

This feature provides users with the flexibility to determine whether a contract created from a quote can be modified or it is a read-only contract. If the contract can be modified, then orders in Order Management can be created from the same contract. This feature uses an existing profile option to provide users with a setup option to elect how the quote to contract integration should behave.

The OKC: Allow Order Creation from Contracts Created by Quote profile defaults to null, or the user can set this to "No" or to "Yes". A null setting behaves the same as a "Yes" setting. By choosing "No", users elect to make the contract read-only, and only certain attributes of the contract, including articles, sections, and parts of the summary can be modified; all other attributes are frozen. A null or "Yes" setting allow all attributes of the contract created from a quote to be modified, assuming the user has appropriate privileges using an existing security model.

For the procedure to set this option see *Sales Contract Profile Option*s

3.3 Setting Up Contract to Order

This procedure enables you to create a sales order from any existing category (and any new category you define as well) from a contract class such as corporate, sales, and master agreement (OKC and OKO classes). This is done by associating an operation called "Integration with Order Management" with a designated category.

This procedure also enables you to create a sales order from any stage of the contract life cycle by using Status and Operations to associate a status and category with the "Integration with Order Management" operation. The QA check ensures that the integration operation has been associated with the category of contract being checked.

Prerequisites

If you want to create a new category for this operation, then the category should be defined first.

Steps

1. From the Contracts Manager Responsibility, navigate to Setup > Contract > Categories and Sources > Define Categories. The Category form opens.
2. Select the Rules tab.
3. If you author a contract for a **given category** and have a situation where a particular contract of that category should not be used for the integration, then select the **Operation Exclusion** Rule Group. However, this **does not** prohibit the integration operation for other contracts belonging to that same category. The default of any integration operation associated to a category will enforce the corresponding QA API to be executed against the contract.
4. Close form and save your changes.
5. Navigate to Setup > Contract > Status and Operations. The Status and Operations form opens.
6. Select a Status Type from the LOV.
7. Select a Status from the Statuses region.
8. Select a Category from the Allowed Operations by Category region.
9. In the Operation field, select the "Integration with Order Management" option.
10. Repeat steps 5-8 for other Statuses and Status Types.
11. Close the form and save your changes.

Guidelines

When using the integration operation with Order Management, the following guidelines apply:

- Ensuring there are at least two party roles in contract. The JTF Object's source table of party role source (for intent "Sell") are OKX_PARTIES_V (for Buyer) or OXK_LEGAL _ENTITIES_V (for Seller) or OKX_ORGANIZATIONS_DEFS_V (for Seller) respectively.
- Ensuring that when a top line style is added to a category it is sourced from OKX_SYSTEM_ITEMS_V.

- Ensuring that Bill to Address, Ship to Address, and Customer Account rule types are associated with the category.

Seed Data

New seed data for this operation includes the following:

- New Process (API) Definition for Sales integration. From the Contracts Manager responsibility, navigate to Setup > Contract Process Definition.

Name	Description
Process Name	QA FOR KTO INTEGRATION
Description	API to enforce Rules of KTO
Purpose	Quality Assurance
Type	PLSQL
Package	OKC_SALES_CLASS_QA
Procedure	VALIDATE_KTO_INTEGRATION

- OKC_OPERATION_PURPOSE new lookup with the following values:
  - INTEGRATION
  - EXECUTION
- OKC_RULE_DEF lookup has new value:
  - EXL_OPN: Operation Exclusion. This rule is used in contract authoring to exclude any integration operation that user may not want for contract.
- The Concurrent Program "Order creation from Contract" has added a parameter for selecting a contract category from an LOV.

Messages

The following table shows sample messages associated to this process:

Message Name	Message
OKC_K2O_LS_ SOURCE_TABLE	Line item is not from Inventory master. Please check the source view of JTF Object & JTF_OBJECT. JTF Objects from_table should be &VIEW

Message Name	Message
OKC_K2O_SUPPLIER	There are more than one parties which are sourced from table OKX_ORGANIZATIONS_DEFS_V/OKC_LEGAL_ENTITIES_V. Cannot decide which one is seller. There should be only one party with above source.
OKC_K2O_CUSTOMER1	There are more than one parties which are sourced from OKX_PARTIES_V and there is no "Customer Account" rule. Cannot decide who is customer.Please remove one of the party with above usage or attach one customer account rule at Contract Header.
OKC_K2O_CUSTOMER2	There are more than one parties which are sourced from OKX_PARTIES_V and there are more than one "Customer Account" rule.Cannot decide who is customer. Please remove one of the party with above usage or remove one customer account rule.
OKC_K2O_CUSTOMER3	There is no party which is sourced from OKX_PARTIES_V. Please select correct party or check the from_table of JTF Object of Party source.
OKC_K2O_SUBLS_SOURCE_TABLE	Subline Style Source & JTF_OBJECT for service items should be sourced from either of OKX_PRODUCT_LINES_V or OKC_COVERED_LINES_V or OKX_CUSTOMER_PRODUCTS_V
OKC_K2O_EXL_RULE	Contract has exclusion rule for operation KTO.Order cannot be created.

Upgrades

To upgrade a contract which does not belong to a category eligible for integration with Order Management the following steps can be followed:

1. Associate Operation "Integration with Order Management" with category whose contract needs to be made eligible for integration. Use Status and Operations form for this.
2. Associate Rule group "Operation Exclusion" to this category. This step may not be needed if you are sure that all the contracts in this category are intended to be integrated with Order Management.
3. These steps will make Contract eligible to appear on the KTO Concurrent Program but successful creation of the order will depend on this contract passing the QA Checks associated with the integration operation.

3.4 Setting Up Order to Contract

Use this procedure for setting up Sales Contracts for Order to Contract.

3.4.1 Setting Up the Article

Steps

1. Review and set up the following profile options as needed:

User Profile	Required/Optional
OKC: Contract template for standard terms and conditions	Required
OKC: Notification required for contract administrator	Optional
OKC: Default group for contracts created from quote	Optional
OKC: Default contract administrator for notifications	Optional

2. From the Contracts Navigator **(N) Contract > Setup > Standard Articles > Define Articles.**
3. Enter the article name.
4. Select an appropriate subject name.
5. Enter your initial release version.
6. Enter the effective date.
7. Enter a short description.
8. Click the Article Sets tab.
9. Associate the standard article to an article set.
10. Click the Releases tab.
11. Click Release Text.
12. Enter the standard article text.
13. Save your work. You should see the article name within the article set in the tree.

3.4.2 Setting Up the Template

Steps

1. From the Contracts Navigator, **(N) Launch Contracts > Open > Tools > New.**
2. Select the Create a New Contract Manually option.
3. Select the Sales Contracts as the Category.
4. Click Create.
5. Select Intent.
6. Click the Articles tab.
7. Select the Standard check box.
8. Select your Article.
9. **(N) Actions > Save as template**.
10. Enter the template name.
11. Switch responsibilities to System Administration.

Associate the template created with profile option “OKC: Contract template for standard terms and conditions”. This is a mandatory step.

12. **(N) Profiles > System.**
13. Select the Template name just created as Value for Profile Option “OKC: Contract template for standard terms and conditions.

Associate the Contract Group with the profile option “OKC: Default group for contracts created from quote”. Associate the Contract Administrator with the profile option “OKC: Default contract administrator for notifications”. These steps are optional.

14. Select the Contract Group as value for Profile Option “OKC: Default group for contracts created from quote”
15. Select the Administrator Name as value for Profile “OKC: Default contract administrator for notifications.